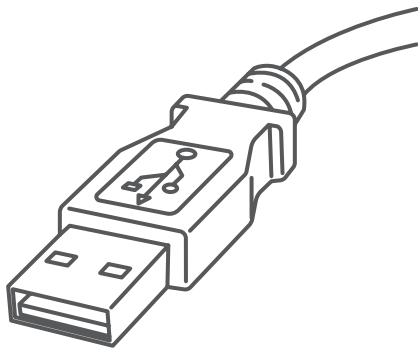


# SendPro® Network SendKit

Microsoft Windows Installation Instruction  
USB Printer Connection



Read Now BEFORE you unpack your equipment

**Continue reading below**



## Right, let's get your SendKit up and running quickly...

Let's first get together the things you will need:

- The box containing your SendPro® Network SendKit.
- A Welcome Email from Pitney Bowes containing your SendPro® Log in details.
- A PC on which you have full admin rights to allow downloading and installing software.
- 2 available USB ports on your PC.

If you have not received the email from Pitney Bowes, do not go any further with this installation. Please visit [pitneybowes.com](http://pitneybowes.com) for contact details for your market.

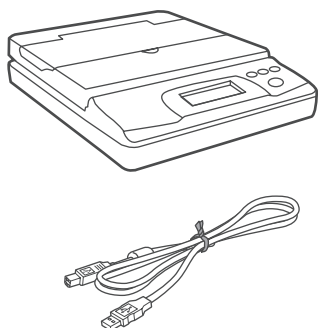
---

# 1. Opening the box and unpacking.

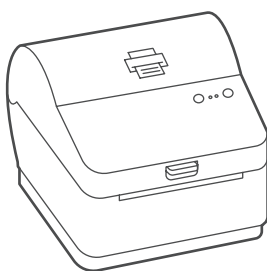
Here's a diagram and explanation of the items you should find in your box.

If you have any problems during this installation, refer to 'Troubleshooting'.

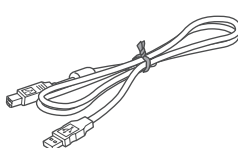
Scale



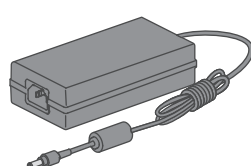
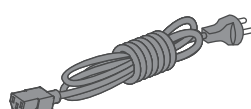
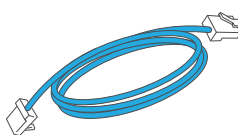
Printer



USB



Network Cable  
(not used for  
USB installation)



Power Cord

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## 2. Signing into SendPro®.

Sign into SendPro® using the link in the welcome email.

[sendpro.pitneybowes.com](https://sendpro.pitneybowes.com)



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## 3. Downloading the scale utility.

Now you are signed into SendPro® Click on the Help icon. 

Select **Download SendPro® Scale Utility for Windows**.

Select **Run** or **Open** (this depends on your internet browser).

Follow the prompts on screen to install.

Click **Finish**.

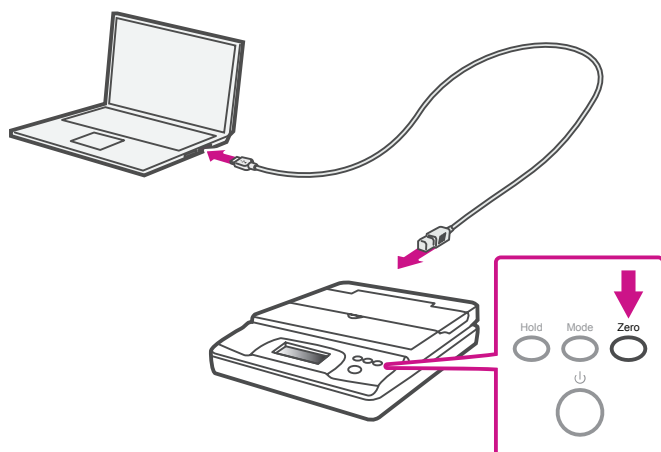


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## 4. Connecting your scale.

Place your scale on a firm and flat surface near to your computer.

Connect your scale to your computer using the USB cable supplied. Then press the **Zero** button.

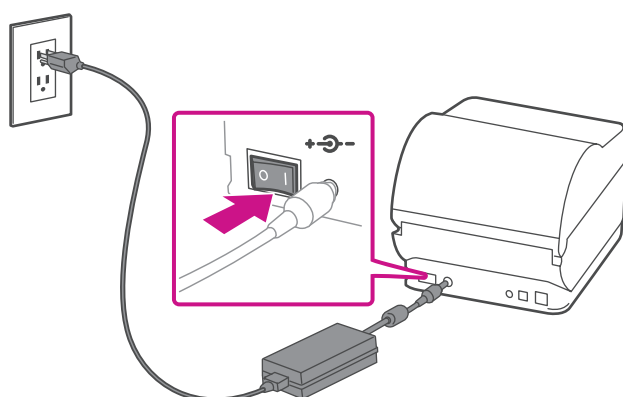


Note: If you do not wish to use a USB to connect your scale refer to the online help for information on battery installation.

---

## 5. Connecting the printer.

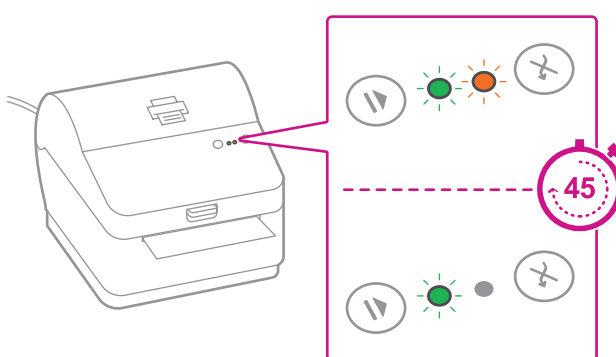
Connect the power cord and adapter to your printer (as shown) and switch on.



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## 6. Printer ready.

Wait for approximately 45 seconds until the green light remains constant and the printer is ready.



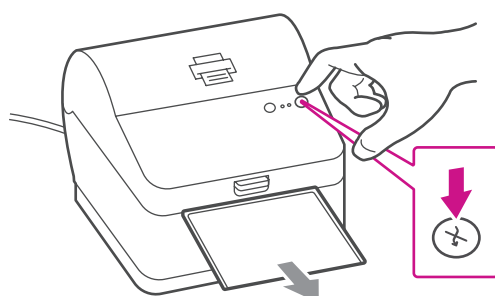
---

## 7. Aligning the label roll.

**Press** the (X) button and check that the label feeds out correctly.

Note: If the label does not feed correctly please refer to label alignment instructions inside the printer top cover.

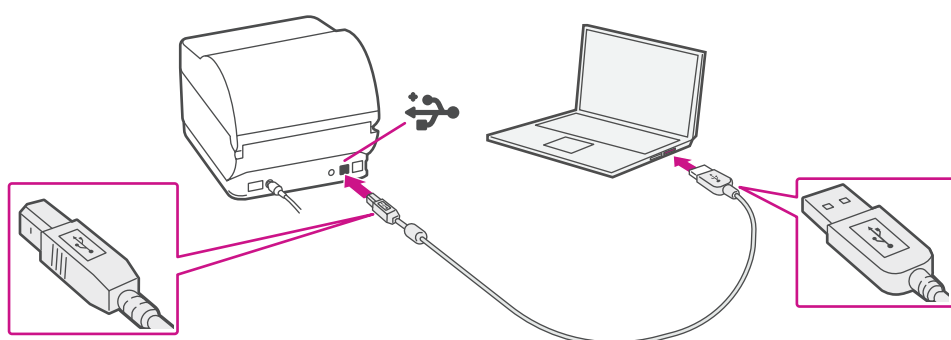
Tear off the correctly dispensed label.



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## 8. Connecting the printer and driver download.

Connect your printer to your computer with the USB cable. Your Printer Driver should automatically download and install. If this does not happen, please follow step 9 below. Otherwise continue to step 10.



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## 9. Manually download the printer driver.

1. Ensure you are signed into SendPro® and click on the Help icon. 
2. Select the **Datamax Printer Driver**.
3. Select to download the correct printer driver for your operating system.
4. Select **Run** or **Open** dependant on your browser.
5. Accept the licence agreement and follow the on screen prompts to install.
6. Select Datamax-O'Neil w1110.
7. Continue to follow the on-screen prompts and click **Finish/ Close**.



Note: You may need to check your downloads folder to install Printer Drivers.

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## 10. Test print.

**Your SendKit is now connected.**

To test your printer is working correctly follow the steps below.

### On a PC

Go to your Control Panel  
Select Devices & Printers  
Double click on the Printer  
(DataMax-O'Neil w1110)

**Note: If DataMax O'Neil w1110 is not available please manually download your printer driver as in step 9.**

1. Select Printer from the menu bar
2. Select Properties
3. Select General
4. Select Print Test Page.

Check that your label has printed correctly. If you have any issues with the print refer to Troubleshooting later in this document.

# Now let's get shipping!

You can access in-depth Online Help that covers all operator and feature aspects of your SendPro® software and SendKit in detail. To access this information, press the Help (🔍) icon from your App. and select **See More Help Topics**. But for your convenience, we've included links to most commonly needed support to get you started.

## Creating a label

[Click Here](#)

## How to print a shipping label in SendPro

[Click Here](#)

## Managing Sendpro users

[Click Here](#)

## How to view your history in SendPro

[Click Here](#)

## Carrier Services and Packaging

For information about size and weight restrictions, visit the carrier's website:

[USPS](#)

[UPS](#)

[FedEx](#)

Note: Available carriers dependent on Sendpro subscription.

## How to change your username, password, and account name for SendPro

[Click Here](#)

# Troubleshooting

## Printing Issues

Labels printing too small

If your labels are printing too small, the wrong paper size may be selected. To correct this:

Select Settings then Label Options.

If the Choose Format menu is set to Plain Paper - 8.5 x 11, select Roll - 4 x 6.

Note: If Plain Paper - 8.5 x 11 is always selected by default, you can change this to 4 x 6 by adjusting your default label printing settings.

### Printing problems on Datamax w1110

If you experience problems with a Datamax w1110 printer, such as poor print quality, misaligned labels, jams, or flashing LED indicator lights, ensure that the roll is properly installed in the printer.

If the labels are blank, the roll may be loaded upside down.

The two green brackets in the Datamax printer are spring loaded to keep the roll in place. Slide the green brackets apart to place the roll between them with the adhesive labels on the top and the disposable material on the bottom.

## Scale Issues

If the scale icon is grayed out and cannot be selected, or if the scale icon can be selected, but does not update to reflect the weight from the scale, this indicates that:

- The scale being used is not compatible with SendPro®.
- The scale app has not been installed.
- There is nothing on the scale.
- There is a USB hub between the scale and the computer.

Ensure that the compatible scale is installed:

70lb/30Kg USB scale (item number SL-397-D)

Ensure that the scale app is installed. For details, see Install the Scale.

If the scale icon in is grayed out, place an item on the scale. The scale icon should then display the weight of the item on the scale.

Ensure that the USB cable is connected directly from the scale to the computer.

Do not use a USB hub between the USB scale and the computer.

Note: When the scale is connected to a computer with the USB cable, the power button on the scale will be disabled. The power button is only used when the scale is powered with a 9-volt battery. There is no need to use a battery if the scale is connected to the computer with a USB cable.

If you're still having trouble, then visit  
**[www.pitneybowes.com](http://www.pitneybowes.com)**  
and select Support.



\* A W 3 2 6 1 4 R E V A \*

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3001 Summer St.  
Stamford, CT 06926  
[www.pitneybowes.com](http://www.pitneybowes.com)